

REMARKS

Applicant respectfully requests reconsideration and allowance of the subject application. Claims 2, 14-21, 30-31, and 47 have been canceled. Claims 1, 3-13, 22-29, and 32-46 are pending, of which claims 1, 22, 29, 32,
5 34, and 38-43 have been amended.

35 U.S.C. §102 Claim Rejections

Claims 1-47 are rejected under 35 U.S.C. §102(c) as being anticipated by U.S. Patent Publication No. 2002/0044296 to Skaanning (*Office Action* p.2).
10 Applicant notes that Skaanning and the subject application are commonly assigned to the Hewlett-Packard Company. Claims 2, 14-21, 30-31, and 47 have been canceled, and Applicant respectfully traverses the rejection of the remaining claims.

15 Claim 1 (as amended) recites a diagnostic service system comprising:

a technical support system configured to receive information from the printing device via a network communication link that couples the printing device directly to the technical support system, the information from the
20 printing device corresponding to the self-determined need for technical support; ...

the printing device further configured to receive the solution from the technical support system and implement the solution to resolve the need, the
25 solution being received from the technical support system via the network communication link.

Claim 1 recites that a printing device and a technical support system are configured to communicate information and a solution via a network
30 communication link that couples the printing device directly to the technical support system. Support for the amendments to claim 1 is shown in

Applicant's Fig. 3 and is described in the Specification on at least page 8, lines 3-5. Claim 1 is allowable over Skaanning which does not anticipate each and every element recited in claim 1 as would be required to substantiate the §102 rejection.

5 Accordingly, claim 1 along with dependent claims 3-13 are allowable over Skaanning and Applicant respectfully requests that the §102 rejection be withdrawn.

Claim 22 (as amended) recites a printing device comprising:

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an interface component configured to initiate communication with a technical support system to provide information corresponding to the self-determined need for technical support, the communication with the technical support system being initiated via a network communication link that
15 couples the printing device directly to the technical support system which determines a solution to the need in accordance with the information;

the interface component further configured to receive the solution from the technical support system via the network communication link;

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Claim 22 recites that an interface component of a printing device and a technical support system are configured to communicate information and a solution via a network communication link that couples the printing device directly to the technical support system. For the reasons described above in the
25 response to the rejection of claim 1, claim 22 is allowable over Skaanning.

Accordingly, claim 22 along with dependent claims 23-28 are allowable over Skaanning and Applicant respectfully requests that the §102 rejection be withdrawn.

Claim 29 (as amended) recites a method comprising:

5 communicating information corresponding to the need for technical support to a technical support system, the information being communicated via a network communication link that couples the printing device directly to the technical support system;

10 receiving a solution to the need for technical support from the technical support system via the network communication link;

Claim 29 recites that information and a solution are communicated between a printing device and a technical support system via a network communication link that couples the printing device directly to the technical support system. For the reasons described above in the response to the rejection of claim 1, claim 29 is allowable over Skaanning.

Accordingly, claim 29 along with dependent claims 32-40 are allowable over Skaanning and Applicant respectfully requests that the §102 rejection be withdrawn.

20 Claims 41 and 42 (as amended) recite “communicating information corresponding to the need for technical support to the technical support system, the information being communicated via a network communication link that couples the printing device directly to the technical support system”, and “receiving a solution to the need for technical support from the technical support system via the network communication link”.

25 Claims 41 and 42 recite that information and a solution are communicated between a printing device and a technical support system via a network communication link that couples the printing device directly to the technical support system. For the reasons described above in the response to the rejection of claim 1, claims 41 and 42 are allowable over Skaanning.

Accordingly, claims 41 and 42 along with dependent claims 43-46 are allowable over Skaanning and Applicant respectfully requests that the §102 rejection be withdrawn.


5 **Conclusion**

Pending claims 1, 3-13, 22-29, and 32-46 are in condition for allowance. Applicant respectfully requests reconsideration and issuance of the subject application. If any issues remain that preclude issuance of this application, the Examiner is urged to contact the undersigned attorney before issuing a
10 subsequent Action.

Respectfully Submitted,

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By:



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